

Amendments to the Claims:

The listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Currently Amended) A system for establishing communications between a client and a service provider which comprises:

a plurality of databases for respectively storing collected information;

a base facility;

a communicator at the base facility for integrating a plurality of disparate modules interconnected with each other at said base facility, wherein each said module has a dedicated database and is integrated with other said databases in said plurality of databases for consolidation of interactive information and collective use thereof by the client use of the collected information therein when performing a specified task; and

~~a facility communicator for use by the client to access a selected said module at said base facility; and~~

a source communicator for use by the service provider when communicating with the client through one said module for performance of the specified task.

2. (Original) A system as recited in claim 1 wherein said plurality of modules comprises:

at least one information and communication module for managing and analyzing the performance of the specified task; and

at least one support module for expediting and verifying the implementation of the specified task.

3. (Original) A system as recited in claim 2 further comprising an error correction module having an error database.

4. (Original) A system as recited in claim 2 wherein one said information and communication module is a Help/Request/Task module comprising:

a means for accessing a predetermined entity of the service provider;

a means for accessing a predetermined entity of the customer;

a means for approving and forwarding information from one said entity to another said entity;

a means for tracking and managing the performance of the specific task;

and

a means for updating the collected information.

5. (Original) A system as recited in claim 2 wherein one said support module is a Survey module comprising:

a means for analyzing the collected information in said plurality of databases over a defined time period;

a means for combining and comparing the collected information; and

a means for defining a set of criteria for evaluating the collected information.

6. (Original) A system as recited in claim 5 wherein said set of criteria comprises:

client categories;

comment categories;

survey categories;

number of occurrences;

number of occurrences per client category; and

number of occurrences per survey category.

7. (Original) A system as recited in claim 1 wherein said plurality of databases comprise:

- a service provider performance database;
- a client satisfaction database;
- a maintenance database;
- a best practices database; and
- an error database.

Claims 8-20 (Cancelled)